Healthy together

Care and coverage that fits your life

kp.org/wa
Welcome to care that fits your life

Support from the get-go
Get help choosing a doctor or transitioning your care and prescriptions. Just call our dedicated New Member Welcome Team.

Your doctor, your choice
Choose your doctor based on what’s important to you. Go to kp.org/wa/directory for details about education, specialties, and languages spoken for doctors near you. You can also change doctors at any time.

Right care, right time
Get the care you need when you need it with routine, specialty, urgent, and emergency care. Or call our consulting nurse helpline 24/7.

More care options
How you get care is up to you. Besides in-person visits, you can chat online with a care provider, 24/7, for real-time medical care.

Resources to boost your health
From health coaches to care managers and complementary care to fitness club discounts, we’ll help you reach your health goals.
Experience the Kaiser Permanente difference

To be healthy, you need quality care that’s simple, personalized, and hassle-free. At Kaiser Permanente, we bring care and coverage together so you get everything you need for your health in one easy-to-use package.

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Note: Kaiser Permanente Washington region does not include the Vancouver/Longview area. This area is part of Kaiser Permanente Northwest.
Great care, great results

From preventive screenings that help keep you healthy to world-class care if you get sick, we’ve got you covered.

Preventive care to help keep you healthy

Preventive care is key to how we support member health at Kaiser Permanente. It can help you avoid some health issues and catch others before they become serious.

That’s why most of our plans cover preventive care with little or no out-of-pocket costs. And we’ll send automatic reminders when you’re due for your next screening.

Support for ongoing conditions

If you’re struggling with a condition like diabetes or asthma, you may be automatically enrolled in a disease management program for personal coaching and support. Or you can ask to be enrolled. With a well-rounded approach backed by proven best practices, we’ll help you get the care you need to continue living life to the fullest.

Specialty care when you need it

Preventive care can help keep you healthy, but we’re also here for you if you get sick or need specialty care. You have access to excellent specialists locally, like Cancer Care Northwest and Northwest Orthopedics, and across the country. No referral is needed for most specialty care.

If you do need a specialist, procedure, or surgery that requires preauthorization, your physician will work with Kaiser Permanente to obtain it. You’ll save on out-of-pocket costs and paperwork if you choose in-network providers for your care.

A leader in clinical quality

Kaiser Permanente plans give you access to Washington Permanente Medical Group. Their leadership in clinical quality includes:

• One of Washington state’s top-ranked medical groups for more than a decade¹

• Nationally recognized patient-centered medical home for high-quality care²

• One of only 16 medical groups in the country to receive the Acclaim Award for physician-led innovations³

Great care, great results
From preventive screenings that help keep you healthy to world-class care if you get sick, we’ve got you covered.
Quality care with you at the center

Our physician-led care teams work together to keep you healthy by delivering high quality, personalized care.

🌟 Great care from great doctors and hospitals

Our network physicians, including those at Kaiser Permanente medical offices, come from some of the top medical schools, and many of them have practiced at leading hospitals across the country. You have access to excellent hospital care at MultiCare Valley, Providence Holy Family, Shriners Hospital for Children, plus Providence Sacred Heart Medical Center & Children’s Hospital, the second-highest-ranking hospital in Washington.¹

Better care with a connected team

Many large network medical groups in Spokane, like Kaiser Permanente, Providence, and MultiCare Rockwood, have electronic records so your care is connected and coordinated.⁵ Your doctor, nurses, and other specialists can see what tests you’ve had, what medications you’re taking, and any gaps in your care. That way you get care tailored to your individual needs.

Choosing a doctor – your partner in health

We make it easy to find the doctor who’s right for you – and you’re free to change doctors at any time, for any reason. Your personal doctor is your biggest health advocate and you’ll work closely together to make decisions about your health.

Personalized care for all patients

Care at Kaiser Permanente isn’t one-size-fits-all. To deliver care that’s sensitive to all cultures, ethnicities, and lifestyles, we:

- Strive to hire doctors and staff who speak more than one language
- Offer telephone interpretation services in more than 150 languages
- Train our care teams on how to connect with and care for people of all backgrounds
Our goal is to make it as easy and convenient as possible for you to get the care you need when you need it. Please refer to the maps below and on the following page, or visit kp.org/wa/directory, to find the network care locations closest to you.

Local primary care providers

Spokane area
Statewide provider locations

Central and Eastern Washington

Western Washington (North)

Western Washington (Puget Sound)

Kaiser Permanente medical facilities

Affiliate medical offices

Kaiser Permanente medical facility scheduled to open in 2019-2020

Affiliate hospitals
More choice, more flexibility

Access PPO offers you the freedom to choose any licensed provider for your care. However, you’ll pay less for care when you choose from among the more than 1 million hospitals, clinics, and practitioners nationwide who are in-network preferred providers.

Washington state
kp.org/wa/directory

Choose from more than 26,000 Access PPO providers at kp.org/wa/directory. In addition to such renowned medical systems as Kaiser Permanente, Providence Health & Services, UW Medicine, MultiCare, and CHI Franciscan Health, you’ll recognize the names of many network affiliates. These are some examples.

Spokane: Advanced Dermatology and Skin Surgery, Cancer Care Northwest, Deaconess Hospital, Providence Medical Group

Spokane Valley: Mt. Spokane Pediatrics, MultiCare Valley Hospital, Northwest Orthopaedics, Valley Obstetrics and Gynecology

Idaho: Coeur d’Alene Pediatrics, Hayden Lake Family Physicians, Ironwood Family Practice, Kootenai Health, Northwest Specialty Hospital

In addition, a select group of providers in the directory offers an enhanced benefit – lower copays or cost shares for office visits and some drugs.

Pacific Northwest
First Choice Health Network
fchn.com

Choose a provider in Alaska, Idaho, Montana, Oregon, and additional providers in Washington state with access to the First Choice Health network. This network offers more than 150 hospitals, 800 medical facilities, and nearly 22,000 practitioners.

Find all providers at fchn.com. Fill in the Find a Provider fields for location, specialty, and name (if you have one), then hit search.

A pop-up will ask you to select Entire First Choice Health PPO Network, Employer/Group ID, or Employer/Group/Trust Name. Select Entire First Choice Health Network. Then view your results.
In all other states, you can use providers with the First Health network. This network has more than 5,000 hospitals and 1 million health professionals.

You can find these providers by going to myfirsthealth.com. Click “Start now,” select the type of provider you’re looking for, and decide whether you want to search by ZIP code or by state, and fill out the appropriate fields for location. Click “Search now” to view your results.

Nonparticipating providers

You can receive care from any licensed provider in the U.S. at your out-of-network benefit level. This choice has the highest out-of-pocket costs. Because these providers aren’t contracted with Kaiser Permanente, you will need to pay for services when received, and then submit claims to Kaiser Permanente for reimbursement.

Local and national pharmacy access

Beyond the pharmacies listed at kp.org/wa/directory, you have in-network access to the OptumRx national pharmacy network. Visit kp.org/wa/optumrx-wa.

Kaiser Permanente facilities in other regions

Before accessing care at a Kaiser Permanente facility outside the Kaiser Permanente Washington service area, call Member Services to get a visiting member ID number.

Our facilities are located in California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, the Longview/Vancouver area of Washington state, and the District of Columbia.

For help finding other plan providers, call Member Services.
Your care, your way

Get care when and how you want it at Kaiser Permanente. With more options to choose from, it's easier to stay on top of your health. Learn more about your care options at kp.org/wa/getcare.

Choose how you connect to care

Call

Care by phone
Call our consulting nurse helpline, 24/7, at 1-800-297-6877. Or you may be able to schedule a phone appointment with your doctor.

Click

Online care
Sign in to your secure kp.org/wa account and get real-time medical care from a care provider, 24/7, via Care Chat online messaging. Email your doctor’s office anytime with nonurgent questions. Or get an online diagnosis for certain common conditions with our online visit feature.

Come in

One-stop shop
Most Kaiser Permanente medical facilities have multiple services under one roof, so you can see your doctor, get lab services or X-rays, and pick up a prescription – all in the same trip.

Walk-in care
For immediate care, Riverfront Medical Center features a walk-in clinic, 8 a.m. to 8 p.m. daily, no appointment needed. You can also access urgent care at various Providence, Rockwood, U.S. HealthWorks, and Kootenai Urgent Care locations.

Manage your health your way

Online
Use online services to refill prescriptions and have them mailed to your home, check benefits, and access other health resources. You can also use the Kaiser Permanente Washington mobile app for many of the features available online. Learn more at kp.org/wa/mobile.
Get more from your health plan

Good health goes beyond the doctor’s office. That’s why we offer so many convenient resources to our members. Explore them all, and choose the ones that fit your life.

## Tools and resources for good health

<table>
<thead>
<tr>
<th><strong>Wellness coaching by phone</strong></th>
<th>Reach your health goals with an action plan and one-on-one phone support. A trained coach will help you find personalized techniques that will work for you. Also offered in Spanish.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Healthy lifestyle programs</strong></td>
<td>Get help losing weight, eating healthier, dealing with stress, and more with our Skills for Life digital coaching tool for members. Details at <a href="http://kp.org/wa/healthy-lifestyles">kp.org/wa/healthy-lifestyles</a>.</td>
</tr>
<tr>
<td><strong>Help to quit smoking</strong></td>
<td>Quit for good with one of the country’s most successful tobacco cessation programs – at no additional cost. Phone-based or online. Visit <a href="http://quitnow.net/kpwa">quitnow.net/kpwa</a> for details.</td>
</tr>
<tr>
<td><strong>Special rates for members</strong></td>
<td>Our ChooseHealthy® program gives you access to a fitness center membership for just $25 a month, plus a $25 enrollment fee. Or get 25% off participating provider standard fees for acupuncture, chiropractic care, and therapeutic massage. See these and more discounts at <a href="http://kp.org/wa/member-perks">kp.org/wa/member-perks</a>.</td>
</tr>
<tr>
<td><strong>Classes and support groups</strong></td>
<td>Call the Resource Line at <strong>1-800-992-2279</strong>, or email <strong><a href="mailto:kpwa.resource-l@kp.org">kpwa.resource-l@kp.org</a></strong> to find health classes and support groups near you. You can also request patient education pamphlets and DVDs created for our medical facilities.</td>
</tr>
<tr>
<td><strong>Wellness blog</strong></td>
<td>Visit <a href="http://kp.org/wa/health">kp.org/wa/health</a> for wellness information, recipes, fitness ideas, tips for healthy aging, and podcasts featuring members.</td>
</tr>
</tbody>
</table>
Making it easier to switch plans

Changing health plans can seem like a lot of work, especially if you’re in the middle of treatment or take prescription drugs. That’s why we created a dedicated New Member Welcome Team to help you transition to Kaiser Permanente.

Call our New Member Welcome Team at 1-888-844-4607.

Transfer your prescriptions

It’s easy to transfer your prescriptions so your treatment is uninterrupted. Either register online and create an account at kp.org/wa to transfer your prescriptions yourself, or call our New Member Welcome Team for help. You’ll be able to order refills online for convenient mail delivery to your home.

Find the right doctor

Online doctor profiles let you browse among many excellent doctors and convenient locations in your area, so you can join Kaiser Permanente knowing you’ve found a doctor who fits your needs. Plus, you can change your doctor at any time, for any reason. View doctors at kp.org/wa/directory, fchn.com, or myfirsthealth.com (depending on your location), or call our New Member Welcome Team for help.

Transition your care

You might want help transitioning your care to Kaiser Permanente if:

- You have a scheduled surgery
- You’re taking a prescription drug or using medical equipment
- You’re pregnant and receiving prenatal care
- You’re following an established treatment plan
- A health provider is working with you to manage a medical condition

We’re focused on helping new members

Other questions about transitioning care? Give us a call at 1-888-844-4607.
Endnotes


3 Received by Group Health Permanente, P.C. (now Washington Permanente Medical Group, P.C.) from American Medical Group Association in 2010.


5 Described on websites for Kaiser Permanente Washington, Providence Health Care in Spokane, and MultiCare Rockwood clinics, primary care clinic location pages.

6 Source: OIC Provider Network Form A.

7 Available when you get care at Kaiser Permanente medical facilities.

8 To use the Kaiser Permanente Washington app, you must be a Kaiser Permanente Washington member registered on kp.org/wa.

Already a member?

Manage your care online anytime at kp.org/wa. If you haven’t already, go to kp.org/wa/register so you can start ordering most prescription refills, get reminders about needed care, and view coverage documents. If you get care at Kaiser Permanente, you can start emailing your doctor’s office with nonurgent questions, scheduling routine appointments, and more.
KAISER PERMANENTE NONDISCRIMINATION NOTICE

Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. (“Kaiser Permanente”) comply with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or any other basis protected by applicable federal, state, or local law. We also:

Provide free aids and services to people with disabilities to help ensure effective communication, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, and accessible electronic formats)
- Assistive devices (magnifiers, Pocket Talkers, and other aids)

Provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Kaiser Permanente.

If you believe that Kaiser Permanente has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance. Please call us if you need help submitting a grievance. The Civil Rights Coordinator will be notified of all grievances related to discrimination.

Kaiser Permanente
Phone: 206-630-4636
Toll-free: 1-888-901-4636
TTY Washington Relay Service: 1-800-833-6388 or 711
TTY Idaho Relay Service: 1-800-377-3529 or 711
Electronically: kp.org/wa/feedback

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F
HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

For Medicare Advantage Plans Only: Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal.
LANGUAGE ACCESS SERVICES

English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-888-901-4636 (TTY: 1-800-833-6388 or 711).


中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-901-4636 (TTY: 1-800-833-6388 / 711)。


Want to learn more?

Visit kp.org/wa or call Member Services Monday through Friday, 8 a.m. to 5 p.m.

• 1-888-901-4636 (English and more than 150 languages with our interpreter services)

• 711 (TTY)

New Member Welcome Team: 1-888-844-4607

Stay connected to good health

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@kp_washington
youtube.com/kaiserpermanenteorg

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